



Students
Loan Repayment-Collection
SAN FRANCISCO SERVICE CENTER
CONTRACT SERVICES BRANCH
The De-Terminators
“We Right the Wrongs”

Team Roster

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Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other					
EMPLOYEE SATISFACTION		3.58	3.70			
UNIT COST TARGET	Your		\$1.46			
	Other					

Contributions

1. Decide on discharge applications such as closed school within 30 days—95% of the time, and ability-to-benefit, disqualifying status and unpaid tuition refund within 60 days— 95% of the time. Increase research on ability-to-benefit with appropriate entities to provide better quality decisions. (*CS, FYE 02)
2. Follow-up account maintenance with tools available, to suit each team member's style to do tasks, such as Microsoft Outlook's Calendar and/or Tasks function, to enhance reliability of service provided to customers. (*CS, On-going)
3. Automate appropriate actions required to process discharge applications utilizing Microsoft Office's capabilities, such as mail merge, macro, and extracting data from database. Measured by achievement of contribution #1. (*ES, *UC, On-going)
4. Recognize team accomplishments quarterly. Award to be determined by all team members. (*ES, On-going)

* CS—increase Customer Satisfaction, ES—increase Employee Satisfaction (Engagement), UC—reduce Unit Costs